

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**COMPENSATION AND BENEFITS MANAGER
HUMAN RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of complex professional, managerial and administrative work supervising and managing the City's compensation and benefits programs and activities. Employee reports to the Human Resources Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class directs and manages the City's compensation and benefits programs with the goal of creating a total reward systems. Employee supervises the work of the Benefits Specialist and Compensation Analyst. Work includes evaluating, researching and making recommendations for change in regard to employee health care benefits, deferred compensation plans, disability benefits, flexible benefits, and voluntary benefits. Works closely with Human Resources Director, Finance Director and Risk Manager to control costs through plan design, policy redesign, delivery systems, wellness promotion, employee education and utilization review. Employee is also responsible for researching, evaluating and making recommendations for change in regard to the City's compensation programs and policies, including but not limited to, supervising and managing the performance-based/merit pay program, pay variations, pay adjustments, variable or differential pay, and incentive pay/rewards and recognition programs. Work involves submitting recommendations to Human Resources Director regarding the City's compensation programs; reviewing compensation-related documents for accuracy and adherence to federal/state rules and regulations, and City policies and procedures; supervising the creation and preparation of the City's Pay Plan; and conferring with City employees and management on compensation-related employee relations issues, and submitting recommendations and making determinations regarding those issues. Employee works closely with Human Resources Director and Budget Director to control compensation system costs and managing changes.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Manages systems and communication between employees, insurance companies and health care providers; verifies insurance coverage and retirement benefits with outside organizations on the employees' behalf.

Manages and ensures employees are provided with accurate information regarding insurance, retirement and other fringe benefits programs.

Includes managing and providing necessary training to educate employees as consumers of health and other benefits.

COMPENSATION AND BENEFITS MANAGER

Oversees record management of employees' benefits (insurance, insurance changes, births, deaths, termination. etc.).

Manages orientation classes for new City employees to include educating and enrolling new employees in benefits programs.

Manages and directs the preparation and administration of City's compensation programs; prepares and submits recommendations to the Human Resources Director and other City management as directed regarding revisions to existing compensation programs and the implementation of new compensation programs.

Provides necessary training to supervisors and managers in regard to the application of pay/reward systems as it pertains to performance management systems.

Compiles statistical data for various compensation and benefit-related reports and studies.

Monitors market/economy shifts and evaluates compensation and benefit programs on a yearly basis, making appropriate recommendations for change to Human Resources Director.

Manages market salary surveys on behalf of the City and annual creation and distribution of City Pay Plan.

Supervises, assists, directs division staff, ensuring adherence to federal/state rules and regulations and City policies and procedures.

Administers and/or makes recommendations for routine personnel matters affecting subordinates, including interviewing applicants, hiring, training, appraising, disciplining, etc.

Oversees and assists department directors and other management staff with compensation-related issues.

Calculates and authorizes payment of a variety of employee benefits.

Processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs.

Maintains up-to-date knowledge of federal, state and local laws governing employee compensation and benefit programs.

Prepares and recommends the division budget to Human Resources Director, monitors expenditures throughout fiscal year.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principles and practices of local government organization and administration, and public Human Resource administration, including knowledge of accepted methods and practices of administering compensation and benefit programs.

Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Skill in time management, organizing work flow and managing/coordinating activities.

Skill and ability to operate computer and use variety of software products.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

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Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and City policies and procedures, and to solve problems and answer questions.

Thorough knowledge of the ethical guidelines applicable to the position as outlined by professional organizations and/or federal, state or local laws, rules and regulations.

Thorough knowledge of the policies and procedures of the City.

Thorough knowledge of organizational structures and functions of a Human Resources Department.

Skill in presenting ideas and information to a wide variety of audiences.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to assign, direct and supervise the activities of professional, technical and clerical staff.

Ability to establish and maintain a variety of complex computer files, and to compile reports from those files.

Ability to communicate effectively in oral and written form.

Ability to exercise considerable independent judgment and initiative in applying standards to a variety of work situations.

Ability to exercise tact and courtesy in frequent contact with City employees and the general public.

Ability to exercise discretion and confidentiality in handling personnel records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree with 5 or more years experience in human resources; direct hands-on experience in managing benefits and/or compensation programs; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Possession of a PHR/SPHR Society of Human Resource Management Certification preferred. Possession of a Certified Compensation and/or Benefit Professional certification from the American Compensation Association (World at Work) or the ability to obtain such within two (2) years from the date of hire.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

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Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

April, 2004
Pay Grade 21
Exempt